

## Iowa Dental Wellness Plan Report – 2nd Qtr. 2015

<p>Operations</p>	<ul style="list-style-type: none"> <li>• Activities/Results             <ul style="list-style-type: none"> <li>○ Customer Service calls received for quarter: 12,295</li> <li>○ 401,106 dental services provided to 50,740 unique members</li> <li>○ Completed Risk Assessments to date: 21,687 members</li> <li>○ 19 local Public Health Agencies are providing outreach and referral services to DWP members and working with community providers to increase awareness</li> </ul> </li> <li>• Claims             <ul style="list-style-type: none"> <li>○ Processing Time (average): 8 days</li> <li>○ Payment for Claims: \$7,769,524</li> </ul> </li> <li>• Complaints/Appeals             <ul style="list-style-type: none"> <li>○ 35 complaints, 35 resolved: two complaints on suspicious activity, six on inappropriate actions or behaviors of the dentist, 20 on quality of or access to care, six on quality of or access to services.</li> <li>○ 4 appeals, 4 resolved</li> <li>○ No reports from members on not receiving timely services</li> </ul> </li> <li>• Network             <ul style="list-style-type: none"> <li>○ Number of dentist providing services June 30, 2015: 803</li> <li>○ 697 General Dentist</li> <li>○ 54 Oral Surgeons</li> <li>○ 11 Periodontists</li> <li>○ 11 Pedodontists</li> <li>○ 6 Endodontists</li> <li>○ 24 Prosthodontists</li> </ul> </li> </ul>
<p>DWP Benefit Design and Related Data</p>	<ul style="list-style-type: none"> <li>• To date members that have received services             <ul style="list-style-type: none"> <li>○ 66% received a Diagnosis and Prevention Services</li> <li>○ 23% received a Stabilization Services</li> <li>○ 11% received an Emergent Services</li> </ul> </li> <li>• Earned Benefits             <ul style="list-style-type: none"> <li>○ 28% of members are eligible for the enhanced tier</li> </ul> </li> </ul>